

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	172	241	-29%	▼
	Admits	19	14	36%	▲
	Discharges	8	124	-94%	▼
	Service Hours	1,267	1,324	-4%	
	S.Rehab/PHP/IOP	3,919	4,769	-18%	▼

▲ > 10% Over 1 Yr Ago    ▼ > 10% Under 1Yr Ago

### Consumer Satisfaction Survey

(Based on 36 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Access		92%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Recovery		86%	80%	79%
✓ Outcome		82%	80%	83%

■ Satisfied %    |    Goal %     0-80%     80-100%    ✓ Goal Met    ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Social Rehabilitation	172	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	15	9%	9%
26-34	24	14%	20%
35-44	22	13%	25%
45-54	29	17%	18%
55-64	56	33%	19%
65+	25	15%	10%

Gender	#	%	State Avg
Female	96	56%	40%
Male	74	44%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	147	85%	64%
Unknown	18	10%	14%
Hispanic-Other	3	2%	10%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	138	80%	59%
Black/African American	15	9%	17%
Unknown	10	6%	9%
Other	6	3%	12%
Asian	3	2%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

## Social Rehab- Torrington

Prime Time House Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

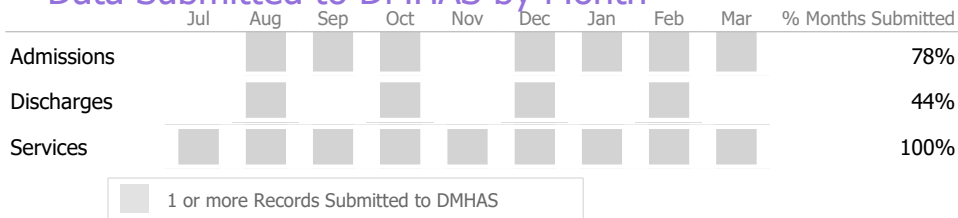
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	172	182	-5%
Admits	19	13	46% ▲
Discharges	8	33	-76% ▼
Service Hours	1,267	1,180	7%
Social Rehab/PHP/IOP Days	3,919	4,769	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		158	96%	90%	79%	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

Variances in data may be indicative of operational adjustments related to the pandemic.